

**New Hampshire  
Department of Revenue Administration**

**Think BIG**

How to Leverage Technology to  
Expand in a Time of Reduction

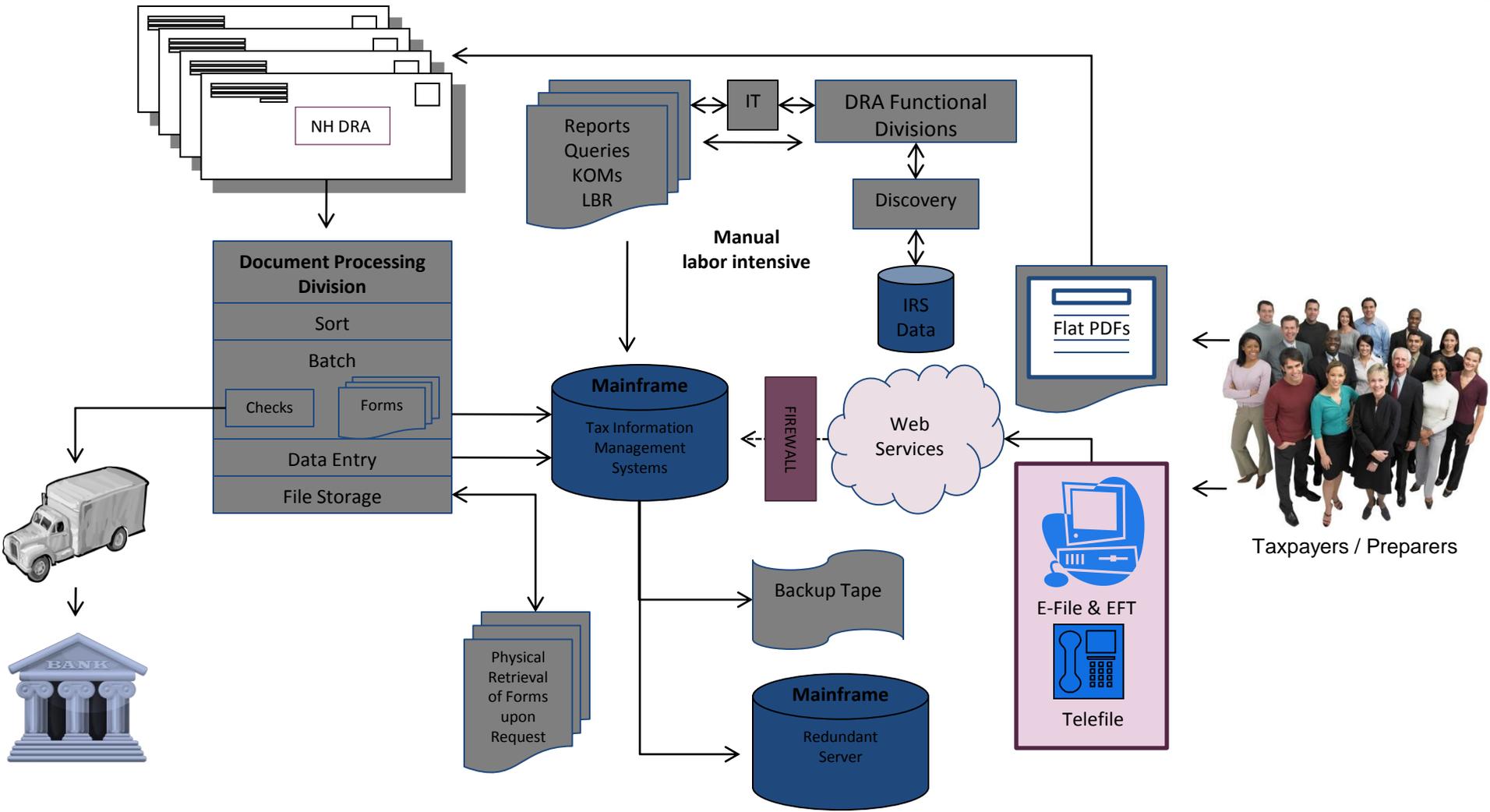
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*Lead Auditor, Form Architect*

**Brian J. Pace**

*Director, Enterprise Architecture and PMO*

# Information Processing 2010



# OSS - 2010

- Tax Information Management System (TIMS)
  - Developed in 1989
  - COBOL
  - IBM AS-400, DB2
  - Green Screen User Interface
- Additional Tax Applications
  - VB.net
  - Access
  - Excel
  - Kofax Data Capture

# Modernization Program

- \$7M Capital Appropriation
- Branded “Granite to Green”
  - a portfolio of integrated projects designed to replace static systems and processes with those that are dynamic to maximize organizational efficiency and effectiveness.
- Time Frame: 2010 - 2012
- Inclusive of Hardware, Software, Professional Services and Training

# Program Design

- Agency-wide Discovery
- Industry Enterprise Landscape
- Identify Initiatives
- Assumptions and Probability of Success
- Project Evaluation
- Initiative Scoring

# Initiative Scoring

- Time: Discover/Procure/Implement/ROI
- Resource Constraints: Business/IT
- Organizational Impact: Positive/Negative
- IT Considerations: KB/Buy In
- Risk: Internal/External/Vendor
- PM Bandwidth

# Granite to Green Initiatives

- Upgrade iSeries
- Upgrade Business Intelligence
- Create GIS System for Property Appraisal
- Automate Business Processes
- Select and Implement Document Processing and Electronic Remittance System
- Introduce Web-Based Research Tools
- Introduce Performance Management
- Increase Redundancy / Disaster Recovery Planning
- Upgrade Centrex Phone System
- Migrate FTI Data to DB2
- Enable forms for E-File / Participate in MeF Program
- Enable Credit Card / Debit Card Payment Option

# First BI Initiative - SVOT

## Why Single View of the Taxpayer?

- Single View to Multiple Disparate Data Sources
- Efficient Means by which to Research
- Efficient Means by which to Coordinate Efforts
- Division Specific Dashboard Variations
- Enhanced Ability to Respond to Tax Payer Inquiry
- Deployed Across Entire Agency: June 2011

# RIF – July 1, 2011

<u>Division / Function</u>	<u>FTE Percentage Change</u>
Administration	44%
Audit	39%
Central TP Services	100%
Collections	47%
Document Processing	53%
Municipal Services	44%
Property Appraisal	29%

# Challenges

- 30% Maintenance Budget Cut
- Abolishment of 43% of DRA Positions
- “DRA Structure” Required by Statute Remains
- How to implement 10 Capital Projects developed to overhaul entire business process while continuing “Business as Usual”
- IT Staff - Lack of Experience with New Technologies
- No Statistics on Cost of Performance/Cost Accounting
- Insufficient Number of Supervisors Compromises Internal Controls
- Dedicated Call Center Abolished

# Perception vs. Reality

- *“Just flip the switch and turn on the new equipment to continue business as usual.”*
  - \$7 million capital appropriation designed to replace processes; can not replace people
  - Insufficient staff to turn up new systems and run legacy systems for a period of time
- *“The DRA Budget Reduction will have no impact on revenue coming into the State.”*
  - State Budget passage did not consider impact of extensive loss of personnel, especially more than a dozen auditors
- *“This Budget is painful, but will make State Government more efficient.”*
  - Almost 50% of DRA staff (General Funded) have been rehired via RIF list at State Agencies (Federal and other Funds)

# Granite to Green Progress

(July 1, 2011)

- Upgraded to iSeries Power 6 – **COMPLETE**
- Upgraded to IBI WebFocus and iWay – **COMPLETE**
- Created Mosaic: First Sustainable Statewide GIS System – **IN PROGRESS**
- Automate Business Processes – **IN PROGRESS**
- **RFP Published** for Document Processing and Electronic Remittance System
- Upgraded Mail Handling and Extraction via Agissar ASED – **COMPLETE**
- Introduced PFM via Agissar InfoPoll/InfoPointe System – **COMPLETE**
- Increase Redundancy / Disaster Recovery Planning – **IN PROGRESS**
- Replaced Centrex with Cisco VoIP and Call Center – **COMPLETE**
- Migrate FTI Data to DB2
- Enable forms for E-File / Participate in MeF Program
- Enable Credit Card / Debit Card Payment Option

# BI WebFocus Dashboards

- Administration
- Audit
- Document Processing
- Collections
- Central Taxpayer Services
- Information Systems

# Collections Dashboard

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

Welcome to the Collections Dashboard!

■ NH Deeds   ■ Real Data   ■ Google   ■ NH Corporate   ■ Collections folder

Single View Taxpayer | Collections Web Links | Collections Document Links | Collections Folders | Phone and Maps | Collection Reports | M&R Reports | Director's Reports

SingleViewTaxpayer

## Single View Taxpayer

1. Select Search Category      2. Select Search Type      3. Enter Search Criteria      4. Start Search

All

Name, ID, Phone Number     

Address     

**WARNING**

**This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may**

# High Frequency Internet Links

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

Welcome to the Collections Dashboard!

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Single View Taxpayer   Collections Web Links   Collections Document Links   Collections Folders   Phone and Maps   Collection Reports   M&R Reports   Director's Reports

COLL\_Links   Page\_1304007854375

## COLLECTIONS - INTERNET LINKS:

**Assessing Companies**  
Avitar Associates <http://data.avitarassociates.com>  
Patriot Properties <http://patriotproperties.com>  
Vision Appraisal <http://visionappraisal.com/databases/nh/index.htm>

**Bankruptcy**  
Bankruptcy Court <http://pacer.login.uscourts.gov>

**DRA Websites**  
DRA home page <http://www.nh.gov/revenue>  
DRA intranet <http://draintranet/admin/staff.htm>  
DRA tax forms <http://www.nh.gov/revenue/forms/index.htm>  
DRA laws & rules <http://www.nh.gov/revenue/laws/index.htm>  
DRA e-file admin page <https://www.efilenhadmin.govconnect.com/adminlogin.asp>  
NH e-file <https://www.efilenh.govconnect.com/web/introduction.asp>

**Fed ex ship manager (for tobacco orders)**  
<https://www.fedex.com/>

# Document Links

The screenshot shows a web application interface with a blue header bar containing navigation links: Accessibility Off | Tree | Recent | Favorites | Utilities | Help. Below the header is a yellow banner with the text "Welcome to the Collections Dashboard!". A blue navigation bar contains several menu items: NH Deeds, Real Data, Google, NH Corporate, and Collections folder. Below this is a light blue tabbed interface with tabs for Single View Taxpayer, Collections Web Links, Collections Document Links (which is active), Collections Folders, Phone and Maps, Collection Reports, and M&R Reports. The main content area has a blue header labeled "COLL\_Documents" and contains the following text:

**COLLECTIONS DOCUMENTS:**

[CD-64 LIEN REQUEST MR.XLS](#)                      [Collection Hearing Cases](#)

[CD-64 LIEN REQUEST NON MR.XLS](#)

**NOTE:** You must use Internet Explorer to get to these links - Firefox does not currently support the file link

# Collection Reports

Welcome to the Collections Dashboard!

■ NH Deeds   ■ Real Data   ■ Google   ■ NH Corporate   ■ Collections folder

Single View Taxpayer | Collections Web Links | Collections Document Links | Collections Folders | Phone and Maps | Collection Reports | M&R Reports

Collection Reports

## *COLLECTION REPORTS*

**For ALL reports, select type of display output for the report.**

HTML

**For ALL reports, select Region Code:** ALL

- [Collection Query by CO](#)
- [Tax Notices over \\$50,000 by CO](#)
- [Tax Notices Assigned & Closed within Past 30 Days](#)
- [Top 25 Taxpayers by Region Code by CO](#)
- [Total Dollars & Tax Notices Assigned by Tax Type](#)
- [Tax Notices Assigned within Past 15 Days](#)
- [Taxpayer's Balance Summary](#)

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# Most Popular Links

Welcome to the Collections Dashboard!

**NH Deeds** | **Real Data** | **Google** | **NH Corporate** | **Collections folder**

Single View Taxpayer | Collections Web Links | Collections Document Links | Collections Folders | Phone and Maps | Collection Reports | M&R Reports

Collection Reports

## COLLECTION REPORTS

**For ALL reports, select type of display output for the report.**

HTML

**For ALL reports, select Region Code:** ALL

- [Collection Query by CO](#)
- [Tax Notices over \\$50,000 by CO](#)
- [Tax Notices Assigned & Closed within Past 30 Days](#)
- [Top 25 Taxpayers by Region Code by CO](#)
- [Total Dollars & Tax Notices Assigned by Tax Type](#)
- [Tax Notices Assigned within Past 15 Days](#)
- [Taxpayer's Balance Summary](#)

# Single View of the Taxpayer

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

Welcome to the Collections Dashboard!

NH Deeds | Real Data | Google | NH Corporate | Collections folder

Single View Taxpayer | Collections Web Links | Collections Document Links | Collections Folders | Phone and Maps | Collection Reports | M&R Reports | Director's Reports

SingleViewTaxpayer

## Single View Taxpayer

1. Select Search Category: All

2. Select Search Type:  Name, ID, Phone Number  Address

3. Enter Search Criteria: PIZZA

4. Start Search: Search

### Taxpayer Search Results for PIZZA

Located in:	Found	FEI/SSN:	Name:
Business - Primary Name	<a href="#">AARDVARKS AMUSEMENTS &amp; PIZZARIA INC</a>	██████████	Name: AARDVARKS AMUSEMENTS & PIZZARIA INC
	<a href="#">ACROPOLIS PIZZA RESTAURANT</a>	██████████	Name: ACROPOLIS PIZZA RESTAURANT
	<a href="#">AD&amp;JB PIZZA INC</a>	██████████	Name: AD&JB PIZZA INC
	<a href="#">ALEXANDRON FAMILY PIZZA OF PELHAM INC</a>	██████████	Name: ALEXANDRON FAMILY PIZZA OF PELHAM INC
	<a href="#">ALPHA PIZZA</a>	██████████	Name: ALPHA PIZZA
	<a href="#">ALPHA PIZZA RESTAURANT</a>	██████████	Name: ALPHA PIZZA RESTAURANT

Within the Single View Taxpayer application, the user may search for a particular taxpayer. Searching may be done either by name, ID, phone number or address.

# Google and SOS

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

Welcome to the Collections Dashboard!

NH Deeds | Real Data | Google | NH Corporate | Collections folder

Single View Taxpayer | Collections Web Links | Collections Document Links | Collections Folders | Phone and Maps | Collection Reports | M&R Reports | Director's Reports

SingleViewTaxpayer

### Single View Taxpayer

1. Select Search Category: All

2. Select Search Type:  Name, ID, Phone Number  Address

3. Enter Search Criteria: PIZZA

4. Start Search: Search

#### Taxpayer Search Results for PIZZA

Located in:	Found	FEI/SSN:	Name:
Business - Primary Name	<a href="#">AARDVARKS AMUSEMENTS &amp; PIZZARIA INC</a>	[REDACTED]	Name: AARDVARKS AMUSEMENTS & PIZZARIA INC
	<a href="#">ACROPOLIS PIZZA RESTAURANT</a>	[REDACTED]	Name: ACROPOLIS PIZZA RESTAURANT
	<a href="#">SOS Search Google Business Name</a>	[REDACTED]	Name: AD&JB PIZZA INC
	<a href="#">OF PELHAM INC</a>	[REDACTED]	Name: ALEXANDRON FAMILY PIZZA OF PELHAM INC
	<a href="#">ALPHA PIZZA</a>	[REDACTED]	Name: ALPHA PIZZA
	<a href="#">ALPHA PIZZA RESTAURANT</a>	[REDACTED]	Name: ALPHA PIZZA RESTAURANT
	<a href="#">AMHERST CIAOS PIZZA INC</a>	[REDACTED]	Name: AMHERST CIAOS PIZZA INC

Selecting your left mouse button on "Found" value will display a pop up menu, which will allow you to either do a SOS or Google search of that taxpayer name.

# Research

Accessibility Off | Tree | Recent | Favorites | Utilities | Help

Welcome to the Collections Dashboard!

NH Deeds | Real Data | Google | NH Corporate | Collections folder

Single View Taxpayer | Collections Web Links | Collections Document Links | Collections Folders | Phone and Maps | Collection Reports | M&R Reports | Director's Reports

SingleViewTaxpayer

### Single View Taxpayer

1. Select Search Category: All

2. Select Search Type:  Name, ID, Phone Number  Address

3. Enter Search Criteria: PIZZA

4. Start Search: Search

Misc. Tax - Account Name	<a href="#">PIZZA ELAINE C</a>	<a href="#">FEI/SSN: [REDACTED]</a>	ACCTTYPE: GW, Name: PIZZA ELAINE C
MAR - Taxpayer Name	<a href="#">ALL STAR PIZZA</a>	<a href="#">FEI/SSN/LIC: [REDACTED]</a> <a href="#">FEI/SSN/LIC2: [REDACTED]</a>	Tax Type: MR, Name: ALL STAR PIZZA
	<a href="#">AUGUSTA BRISTOL PIZZA LLC</a>	<a href="#">Search on Primary</a> <a href="#">Search on Secondary ID</a> <a href="#">/SSN/LIC2: [REDACTED]</a>	Tax Type: BS, Name: AUGUSTA BRISTOL PIZZA LLC
	<a href="#">BEACHNUT HOUSE OF PIZZA</a>	<a href="#">FEI/SSN/LIC: [REDACTED]</a> <a href="#">FEI/SSN/LIC: [REDACTED]</a>	Tax Type: MR, Name: BEACHNUT HOUSE OF PIZZA
	<a href="#">BESTA ONE PIZZA INC</a>	<a href="#">FEI/SSN/LIC: [REDACTED]</a> <a href="#">FEI/SSN/LIC2: [REDACTED]</a>	Tax Type: BS, Name: BESTA ONE PIZZA INC
	<a href="#">BESTA ONE PIZZA INC DBA</a> <a href="#">BESTA ONE PIZZA</a>	<a href="#">FEI/SSN/LIC: [REDACTED]</a> <a href="#">FEI/SSN/LIC: [REDACTED]</a>	Tax Type: MR, Name: BESTA ONE PIZZA INC DBA BESTA ONE PIZZA
	<a href="#">BIG CHEESE PIZZA &amp; MORE</a>	<a href="#">FEI/SSN/LIC: [REDACTED]</a> <a href="#">FEI/SSN/LIC: [REDACTED]</a>	Tax Type: MR, Name: BIG CHEESE PIZZA & MORE
Located in:	<b>Found</b>		
MAR - Taxpayer Name	<a href="#">BIG MAMMA'S PIZZA</a>	<a href="#">FEI/SSN/LIC: [REDACTED]</a> <a href="#">FEI/SSN/LIC: [REDACTED]</a>	Tax Type: MR, Name: BIG MAMMA'S PIZZA

Selecting your left mouse button on the taxpayer id will display a pop up menu, which will allow you to view more details about that particular taxpayer.

# Taxpayer Detail

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc Tax	2275 Info	Manual AR

**Scanned DLNs**

Tax Type: MR, Name: [REDACTED]

### Address Info

Taxpayer ID:	[REDACTED]	Data Source:	TIMS-BL
Street:	[REDACTED]		
Street2:	[REDACTED]		
City State Zip:	[REDACTED]	NH	03053
County Country:			
Attention:			
Taxpayer ID:	[REDACTED]	Data Source:	TIMS-MR
Street:	[REDACTED]		
Street2:	[REDACTED]		
City State Zip:	[REDACTED]	NH	03053
County Country:			

<a href="#">Get Info</a>	<a href="#">Get Info</a>
<b>Bankruptcy found</b>	No Missing Docs
<a href="#">Get Info</a>	<a href="#">Get Info</a>
No POA or Audit flag	No Hearings
<a href="#">Get Info</a>	<a href="#">Get Info</a>
<b>Collections TN found</b>	<b>Lien found</b>

### Relationships

ID(s) found:	Information:
MAR - FEI/SSN/LIC: [REDACTED]	FEI/SSN/LIC2: [REDACTED]
Officer.SSN: [REDACTED]	LIC: [REDACTED]
Officer.SSN: [REDACTED]	LIC: [REDACTED]

### Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
02/28/2011	MR	1		\$1,000.00	Suspended	[REDACTED]

A new web page will be shown with the taxpayer details. Address information, Relationships, tax notices and more can be viewed from this page.

# Tax Notices

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc.Tax	2275 Info	Manual AR

**Scanned DLNs**

Taxpayer Details for [REDACTED]

Tax Type: MR, Name: [REDACTED]

### Tax Notices in Collections

Status	Period End Date	Tax Type	AssessNo	Division	CO	CO ID	Assign Compliance Date	Reassign User	Amount Due	Name
Issued	09/30/2008	MR		COL	08	[REDACTED]	11/18/2011	[REDACTED]	\$31.78	ALL STAI PIZZ
Issued	08/31/2010	MR		COL	08	[REDACTED]	01/10/2012	[REDACTED]	\$290.22	ALL STAI PIZZ
Issued	09/30/2010	MR		COL	08	[REDACTED]	01/10/2012	[REDACTED]	\$1,698.50	ALL STAI PIZZ

[Get Info](#)  
**Bankruptcy found**

[Get Info](#)  
**No Missing Docs**

[Get Info](#)  
**No POA or Audit flag**

[Get Info](#)  
**No Hearings**

[Get Info](#)  
**Collections TN found**

[Get Info](#)  
**Lien found**

### Relationships

**ID(s) found:**  
[MAR - FEI/SSN/LIC:](#) [FEI/SSN/LIC2:](#)

[Officer SSN:](#) [LIC:](#)

[Officer SSN:](#) [LIC:](#)

**Information:**  
 Tax Type: MR, Name: [REDACTED]

Officer Name: [REDACTED], Title: PRESIDENT, End Date: 099999999

Officer Name: [REDACTED] SR, Title: TREASURER, End Date: 020090630

### Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
02/28/2011	MR	1		\$1,000.00	Suspended	[REDACTED]

Clicking on "Get Info" in the "Collections TN found" message box will display the "Tax Notices in Collections" report.

# Lien Information

[EFile Info](#) [Relationships](#) [Missing Mth.](#) [Remarks](#) [Maintenance](#) [Address](#) [Docs Batched](#) [Tax Notices](#) [Returns](#) [LM claims](#) [ACTS Info](#) [Tobacco](#)  
[DES Info](#) [Officer Titles](#) [Contact Info](#) [History](#) [Abatements](#) [Refunds](#) [Payments](#) [Error Susp.](#) [Account Info](#) [Misc.Tax](#) [2275 Info](#) [Manual AR](#)

**Scanned DLNs**

Taxpayer Details for [REDACTED]

Tax Type: MR, Name: [REDACTED]

### Lien info

Lien Begin Date	Lien Begin Date	CD No.	Lien Status	Amount	Lien Expire Date	Lien Release Date	Assessment Number	Tax Type	Compliance Region Code	LSOURCE
01/25/2011	01/25/2017	2998	A	27.44			63205	MR	o	S C

[Get Info](#)

Bankruptcy found

[Get Info](#)

No Missing Docs

[Get Info](#)

No POA or Audit flag

[Get Info](#)

No Hearings

[Get Info](#)

Collections TN found

[Get Info](#)

Lien found

### Relationships

**ID(s) found:**  
MAR - FEI/SSN/LIC: [REDACTED]      FEI/SSN/LIC2: [REDACTED]

**Information:**  
Tax Type: MR, Name: [REDACTED]

Officer SSN: [REDACTED]	LIC: [REDACTED]	Officer Name: [REDACTED] Title: PRESIDENT, End Date: 09999999
Officer SSN: [REDACTED]	LIC: [REDACTED]	Officer Name: [REDACTED] SR, Title: TREASURER, End Date: 020090630

### Tax Notices

Period End Date	Tax Type	Version	Assess.No	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
02/28/2011	MR	1		\$1,000.00	Suspended	[REDACTED]

Clicking on "Get Info" in the "Lien found" message box will display the "Lien Info" report.

# Account History

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc.Tax	2275 Info	Manual AR

**Scanned DLNs**

Tax Type: MR, Name: [REDACTED]

### History

Tax Type	TR CODE	TR SEX	TAX PRD	POST DATE	STAMP DATE	AMOUNT DUE/CHARGED	DEB/CR AMOUNT	BALANCE
MR	NTOT		05/31/2011	06/20/2011	06/20/2011	7.05	.00	3384.05
	RET	SKY	05/31/2011	06/03/2011	05/27/2011	.00	.00	.00
		SYS	05/31/2011	06/03/2011	05/27/2011	3377.00	.00	3377.00
	NTOT		04/30/2011	06/06/2011	06/06/2011	5.03	.00	1773.05
	RET	SKY	04/30/2011	06/03/2011	05/27/2011	.00	.00	.00
		SYS	04/30/2011	06/03/2011	05/27/2011	1768.02	.00	1768.02
	NTOT		03/31/2011	05/03/2011	05/03/2011	4.28	.00	1771.54
	RET	SKY	03/31/2011	05/03/2011	04/26/2011	.00	.00	.00
		SYS	03/31/2011	05/03/2011	04/26/2011	1767.26	.00	1767.26

[Get Info](#)

**Bankruptcy found**

[Get Info](#)

No Missing Docs

[Get Info](#)

No POA or Audit flag

[Get Info](#)

No Hearings

[Get Info](#)

Collections TN found

[Get Info](#)

Lien found

### Relationships

**ID(s) found:**

MAR - FEI/SSN/LIC: [REDACTED]      FEI/SSN/LIC2: [REDACTED]

Officer SSN: [REDACTED]      LIC: [REDACTED]

Officer SSN: [REDACTED]      LIC: [REDACTED]

**Information:**

Tax Type: MR, Name: [REDACTED]

Officer Name: [REDACTED]  
Title: PRESIDENT,  
End Date: 099999999

Officer Name: [REDACTED]  
SR, Title: TREASURER,  
End Date: 020090630

### Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
03/31/2011	MR	1		\$1,771.54	Suspended	[REDACTED]

Clicking on the blue "History" button will display the "History" report.

# Documents Batched

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc.Tax	2275 Info	Manual AR

**Scanned DLNs**

**Taxpayer Details for** [REDACTED]

Tax Type: MR, Name: [REDACTED]

ID	Count	Description	PROC	Start Date	End Date	Amount	Code	Date	
536645	2	No Money	PROC	01/06/2011	11/01/2010	11/30/2010	.00	051	01/04/2011
535945	4	NFS Bounced Check	PROC	12/12/2011	09/01/2010	09/30/2010	100.00	050	12/23/2010
	5	NFS Bounced Check	PROC	12/23/2010	10/01/2010	10/31/2010	150.00	050	12/23/2010
535513	14	Payment Document	PROC	12/09/2011	09/01/2010	09/30/2010	100.00	051	12/15/2010
	19	Payment Document	PROC	12/17/2010	10/01/2010	10/31/2010	150.00	051	12/15/2010
533808	5	NFS Bounced Check	LOCK	11/14/2011	09/01/2010	09/30/2010	1471.59	050	11/09/2010
530719	3	Payment Document	PROC	12/07/2011	09/01/2010	09/30/2010	1470.41	05R	10/15/2010

[Get Info](#)  
**Bankruptcy found**

[Get Info](#)  
**No Missing Docs**

[Get Info](#)  
**No POA or Audit flag**

[Get Info](#)  
**No Hearings**

[Get Info](#)  
**Collections TN found**

[Get Info](#)  
**Lien found**

**Relationships**

**ID(s) found:**  
MAR - FEI/SSN/LIC: [REDACTED]      FEI/SSN/LIC2: [REDACTED]

**Information:**  
Tax Type: MR, Name: [REDACTED]

Officer SSN: [REDACTED]      LIC: [REDACTED]      Officer Name: [REDACTED], Title: PRESIDENT, End Date: 099999999

Officer SSN: [REDACTED]      LIC: [REDACTED]      Officer Name: [REDACTED] SR, Title: TREASURER, End Date: 020090630

**Tax Notices**

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
02/28/2011	MR	1		\$1,000.00	Suspended	[REDACTED]

Clicking on the blue “Docs Batched” button will display the “Documents Batched” report. This report is color coded to indicate to the user the type of document batched.

# Tax Notices and Return Payments

[EFile Info](#) [Relationships](#) [Missing Mth.](#) [Remarks](#) [Maintenance](#) [Address](#) [Docs Batched](#) [Tax Notices](#) [Returns](#) [LM claims](#) [ACTS Info](#) [Tobacco](#)  
[DES Info](#) [Officer Titles](#) [Contact Info](#) [History](#) [Abatements](#) [Refunds](#) [Payments](#) [Error Susp.](#) [Account Info](#) [Misc.Tax](#) [2275 Info](#) [Manual AR](#)

**Scanned DLNs**

Taxpayer Details for [REDACTED]

Tax Type: MR, Name: [REDACTED]

### Tax Notice and Return Payments

Period Begin Date	Period End Date	Form ID	Description	Doc Type	Control Amount	Batch Status	Batch Status Date	Tax Year
09/01/2010	09/30/2010	DP79	MEALS AND RENTALS TAX NOTICE	054	\$565.06	PROC	12/14/2011	2010
		RETPYTMR	M&R TAX RETURN PAYMENT	05R	\$1,470.41	PROC	12/07/2011	2010
08/01/2010	08/31/2010	DP79	MEALS AND RENTALS TAX NOTICE	054	\$240.50	PROC	12/05/2011	2010
07/01/2010	07/31/2010	DP79	MEALS AND	054	\$234.88	PROC	10/19/2010	2010

[Get Info](#) **Bankruptcy found**

[Get Info](#) **No Missing Docs**

[Get Info](#) **No POA or Audit flag**

[Get Info](#) **No Hearings**

[Get Info](#) **Collections TN found**

[Get Info](#) **Lien found**

### Relationships

**ID(s) found:**

[MAR - FEI/SSN/LIC:](#) [FEI/SSN/LIC2:](#)

[Officer SSN:](#) [LIC:](#)

[Officer SSN:](#) [LIC:](#)

**Information:**

Tax Type: MR, Name: [REDACTED]

Officer Name: [REDACTED], Title: PRESIDENT, End Date: 099999999

Officer Name: [REDACTED] SR, Title: TREASURER, End Date: 020090630

### Tax Notices

Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
02/28/2011	MR	1		\$1,000.00	Suspended	[REDACTED]

Clicking on the blue "Returns" button displays the "Tax Notice and Returns Payments" report.

# TIMS Remarks

		DATE
		ENTERED
R2020GS2/R2020G01	M&R	03/19/2012
DPTTIMS2	REMARKS INQUIRY	10:41:39
LICENSE NO: (REDACTED)	NAME: (REDACTED)	
OPERATOR: (REDACTED)	Div: COL	
REMARKS:		
(REDACTED) IS APT COMPLEX PEL		09/07/11
COLLECTION CALL TO TAXPAYER		08/08/11
REC'D RETURN MAIL FOR MISSING MONTHLY. LISA Q VISITED BUSINESS IN MAY		08/08/11
TO CONFIRM BUSINESS CLOSED. WILL INACTIVATE AS OF 5/31/11 (BR)		08/08/11
LISA CALLED OFFICE SHE HEARD THAT HE IS CLOSED SHE WENT BY BUZ HE IS C		05/27/11
LOSED		05/27/11
TD BANK - NO ACCOUNTS 5/13/11		05/20/11
ST MARYS BANK - ACCOUNT CLOSED 5/18/11		05/20/11
SENT LIENS TO BANKS:		05/09/11
CITIZENS		05/09/11
HAMPSHIRE FIRST		05/09/11
BANK OF AMERICA		05/09/11
SOVEREIGN		05/09/11
ST MARYS		05/09/11
F3=EXIT	F7=GO BACK	

Previously, the user would need to the TIMS application and go through various screens before seeing the taxpayer remarks. As you can see, the remarks are not as readable as they are within the Single View Taxpayer application.

# Remarks

EFile Info	Relationships	Missing Mth.	Remarks	Maintenance	Address	Docs Batched	Tax Notices	Returns	LM claims	ACTS Info	Tobacco
DES Info	Officer Titles	Contact Info	History	Abatements	Refunds	Payments	Error Susp.	Account Info	Misc.Tax	2275 Info	Manual AR

**Scanned DLNs**

Tax Type: MR, Name: [REDACTED]

### Remarks

Remark Date	User	Remark
01/20/2012	[REDACTED]	MAIL SENT 1/10/12 WAS RETURNED AS UNDELIVERABLE AT THE C/O [REDACTED], [REDACTED] ADDRESS. PER ACCURINT, THE NEW ADDRESS AS OF 12/2011 IS: 555 [REDACTED] ALSO PER ACCURINT, PHONE IS 603-[REDACTED]. FORWARDED TAX NOTICES TO NEW ADDRESS TODAY.
09/07/2011	[REDACTED]	15 IRON HORSE DR IS APT COMPLEX PEL
08/08/2011	[REDACTED]	COLLECTION CALL TO TAXPAYER REC'D RETURN MAIL FOR MISSING MONTHLY. [REDACTED] VISITED BUSINESS IN MAY TO CONFIRM BUSINESS CLOSED.WILL INACTIVATE AS OF 5/31/11(BR)

[Get Info](#)  
**Bankruptcy found**

[Get Info](#)  
**No Missing Docs**

[Get Info](#)  
**No POA or Audit flag**

[Get Info](#)  
**No Hearings**

[Get Info](#)  
**Collections TN found**

[Get Info](#)  
**Lien found**

**No Manual AR remarks found.**

### Tax Notices

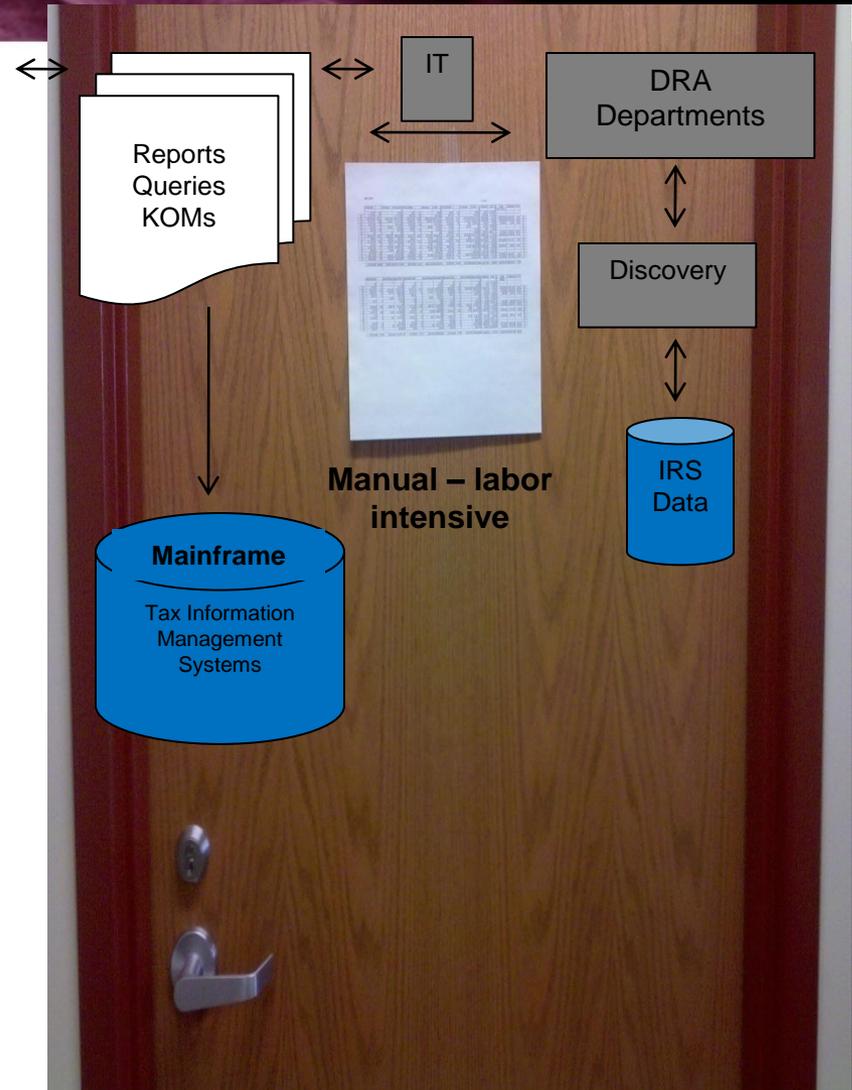
Period End Date	Tax Type	Version	AssessNo	Amount Due	Status	Name on Notice
05/31/2011	MR	1		\$3,384.05	Suspended	[REDACTED]
04/30/2011	MR	1		\$1,773.05	Suspended	[REDACTED]
03/31/2011	MR	1		\$1,000.00	Suspended	[REDACTED]

Clicking on the blue "Remarks" button will display the Remarks report. The most recent remarks are shown first and readable format. If any Manual AR remarks exist, they will be displayed below the Remarks report.

# Operational Reports

## Existing Capabilities

- Manual Queries and Daily Reports
- Manual Projection Based Analysis
- Manual Trending Capabilities
- Limited Ability to respond to Revenue Inquiries / Forecast requests.
- No effective Dashboards
- Data Analyst required to build queries
- No Ad Hoc Reporting
- No Single View of Taxpayer
- Data accessibility issues



Much Data – Limited information

# Active Reports: Revenue Focus

http://revdev:90/lbi\_apps/WFServlet

File Edit View Favorites Tools Help

★ Favorites HtmlPage

Home Feeds (1) Read Mail Print Page Safety Tools Help

Tax Type ALL Tax Year ALL

## DRA Active Dashboard

**Sum**

*Taxes paid vs Taxes due*

Notes: For Amount Paid, the year is based on the deposit year.  
For Taxes Due, year is based on Period End Date of the tax notice.

Year	Amount Paid (M)	Taxes Due (M)
2008	1250	100
2009	1250	100
2010	1300	100
2011	1250	100
2012	300	0

**Sum**

*Current Tax Notices, when they were issued.*

Notes: Status = ('01','02','03','05','06','08') and no liens

Year	Percentage
2010	~65%
2009	~10%
2008	~5%
2007	~5%
2006	~5%
2005	~5%
2004	~5%
2003	~5%
2002	~5%
2012	~5%
2013	~5%

**Sum**

*Projected vs Actual Revenue by month*

DEPOSITAMOUNT PLANNEDAMOUNT

373 of 373 records, Page 1 of 54

### Detailed Revenue/Tax Notice Report

Tax Year	Tax Type	Taxes Paid	# of returns	Taxes Due	# of Tax Notices	Taxes Refunded	# of Refunds
2012		\$512.03	81	\$0.00	0	\$0.00	0
2012	BP	\$16,601,873.41	355	\$208.00	1	\$10,273,477.90	2,207
2012	BS	\$196,824,530.35	3,050	\$4,568.35	6	\$582,903.18	721
2012	CS	\$33,617,932.79	115	\$0.00	0	\$0.00	0
2012	EC	\$2,455,931.64	27	\$0.00	0	\$0.00	0
2012	EX	\$50,100.00	40	\$132.00	4	\$0.00	0
2012	GW	\$340,781.18	64	\$0.00	0	\$0.00	0

Notes: For Amount Paid, the year is based on the deposit year. For Taxes Due, year is based on Period End Date of the tax notice. Refunds do not include manual refunds.

# FairFax Imaging System

- Phase 1: Image 80% of Total Form Volume (~ 500K Transactions)
- OCR/ICR Form Perfection
- 100% of the data
- Same day Electronic Deposit (via Check 21)
- Project Initiated: October 1, 2011
- Go Live: March 16, 2012

# FairFax Imaging System

Activity	Quantity	TY 2010 Actuals		Projection based on TY 2010 Actuals (80% of forms (Phase I))	
		Cost per Document	Total Cost	Cost per Document	Total Cost
Document Processing	605000	\$ 11.13	\$ 6,733,650	\$ 2.50	\$ 2,556,730
Check Processing	265000	\$ 2.10	\$ 556,500	\$ 1.00	\$ 265,000
Bank Fee	265000	\$ 0.07	\$ 18,550	\$ 0.02	\$ 3,975
NSF	438	\$ 80.00	\$ 35,040	\$ 80.00	\$ 35,040
Armored Car			\$ 81,000		\$ 81,000
<b>TOTAL</b>			<b>\$ 7,424,740</b>		<b>\$ 2,941,745</b>

# FairFax Progress

- Two Million Pages Imaged
- TY 2012
  - 105,000 Transactions Processed
  - 100% of the data
- Electronic Deposit
  - 150,000 Checks
  - \$200M Deposited

# Form Modernization

- 30 Smartforms Created (TY 2012)
  - Error and Omission Notification
  - Embedded Business Rules
  - E-File Ready (XML)
- [2010 BT Summary](#)
- [2011 BT Summary](#)
- 2012 Forms provided to NACTP 10/2012
  - Testing Underway

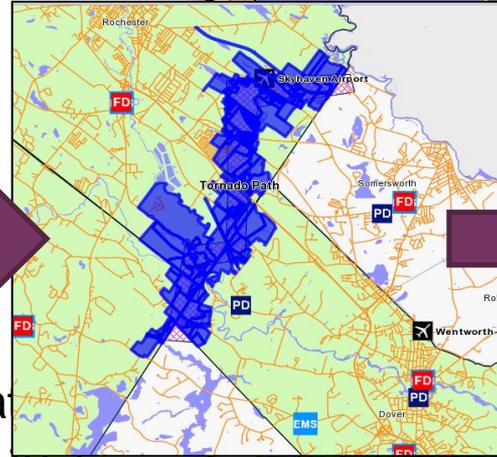
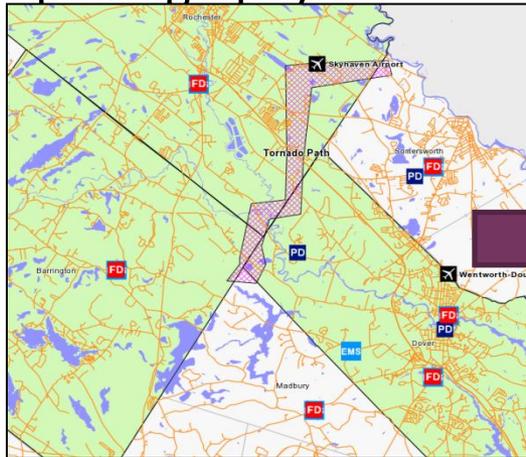
# Mosaic - GIS

- First Sustainable Statewide GIS System in North America
- 100% Municipality CAMA and Parcel data Received and Processed – Voluntarily
- 100% of County Registers Integrated – Voluntarily
- Data Sharing Agreements established with Multiple State Agencies and the Emergency Management Center
- R – Statistical Analysis
- Names as a “Bright Idea” by Harvard JFK School
- Candidate for Harvard’s Innovations in American Government Award
- Future: Integrate with Single View of Taxpayer

# Mosaic - GIS

- Disaster relief and response
  - Expedite damage assessment at local and state level
- Custom GIS layers and reports
- Statewide ortho-rectified photography

## Transaction Layer Shaded by Ratios



**Damage Assessment Report**  
STATE OF NEW HAMPSHIRE DEPARTMENT OF REVENUE ADMINISTRATION

<b>A0018-D00000</b>	<b>Address</b> 221 LONG HILL RD Dover	<b>Owner:</b> GREEK ORTHODOX CHURCH
<b>Building</b> \$ 351800	<b>Land:</b> \$ 107300	<b>Features:</b> \$ 0 <b>Total</b> \$ 459100
<b>A0039-001000</b>	<b>Address</b> 267 LONG HILL RD Dover	<b>Owner:</b> LINDH DAVID C JR &
<b>Building</b> \$ 231800	<b>Land:</b> \$ 79000	<b>Features:</b> \$ 0 <b>Total</b> \$ 310800
<b>A0039-002000</b>	<b>Address</b> 7 FIELDSTONE DR Dover	<b>Owner:</b> MASSE RAYMOND
<b>Building</b> \$ 299400	<b>Land:</b> \$ 87500	<b>Features:</b> \$ 0 <b>Total</b> \$ 386900
<b>A0039-021000</b>	<b>Address</b> 52 FIELDSTONE DR Dover	<b>Owner:</b> FIORENZA RICHARD L JR &
<b>Building</b> \$ 294500	<b>Land:</b> \$ 74400	<b>Features:</b> \$ 0 <b>Total</b> \$ 368900
<b>A0039-038000</b>	<b>Address</b> 315 LONG HILL RD Dover	<b>Owner:</b> MARTUSCELLO ANTHONY R
<b>Building</b> \$ 392500	<b>Land:</b> \$ 82400	<b>Features:</b> \$ 0 <b>Total</b> \$ 474900
<b>09-040000</b>	<b>Address</b> 4 FIELDSTONE DR Dover	<b>Owner:</b> CRUZ PETER A &
<b>Building</b> \$ 266900	<b>Land:</b> \$ 86700	<b>Features:</b> \$ 0 <b>Total</b> \$ 353600
<b>A0039-A00000</b>	<b>Address</b> 321 LONG HILL RD Dover	<b>Owner:</b> REYNOLDS STEVEN A
<b>Building</b> \$ 132900	<b>Land:</b> \$ 77300	<b>Features:</b> \$ 0 <b>Total</b> \$ 210200

18 August 2010

Identify Affected Area

Select Affected Parcels

Red Indicates Ratio's Over 2.2

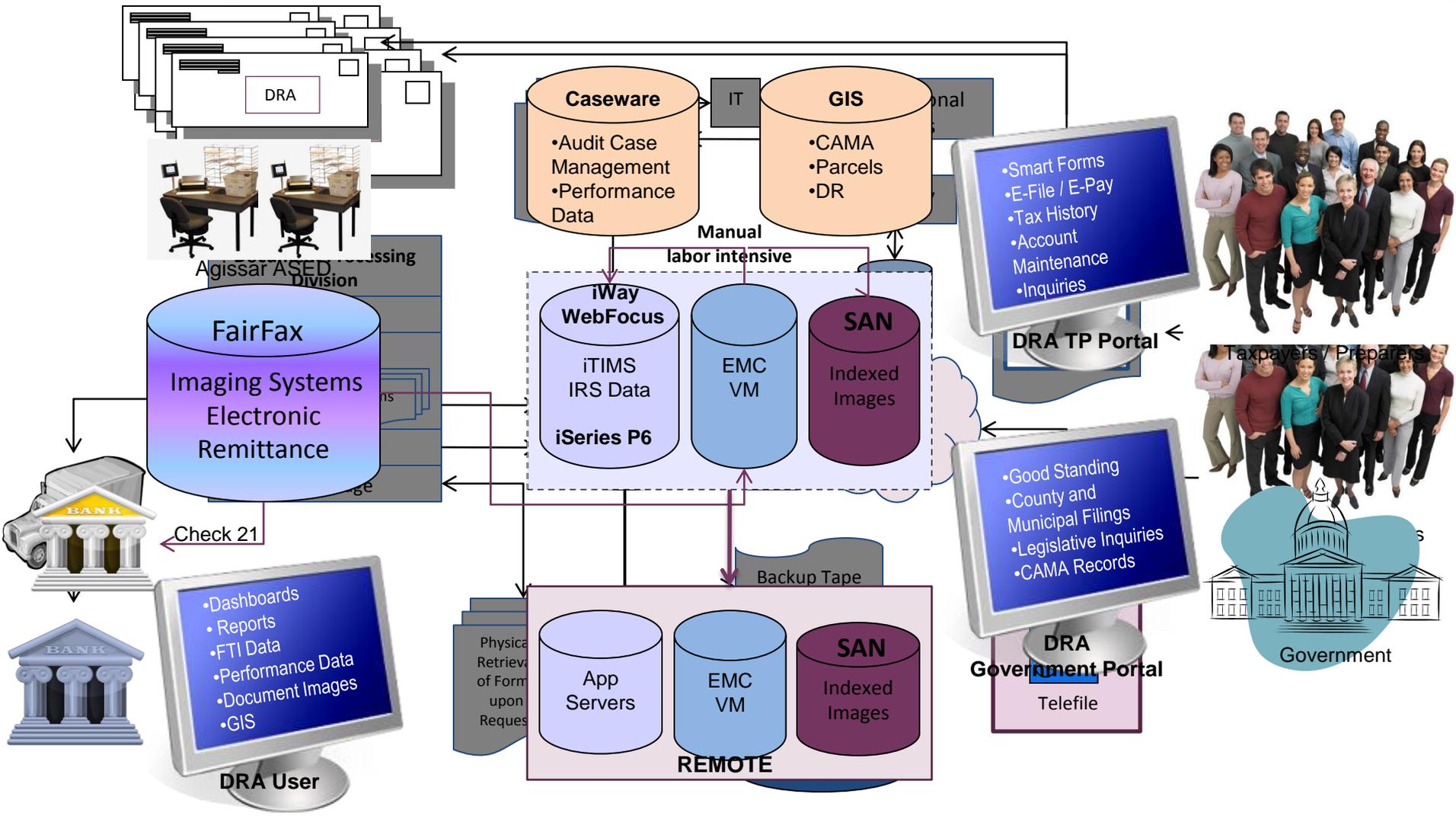
Generate Damage Assessment Reports

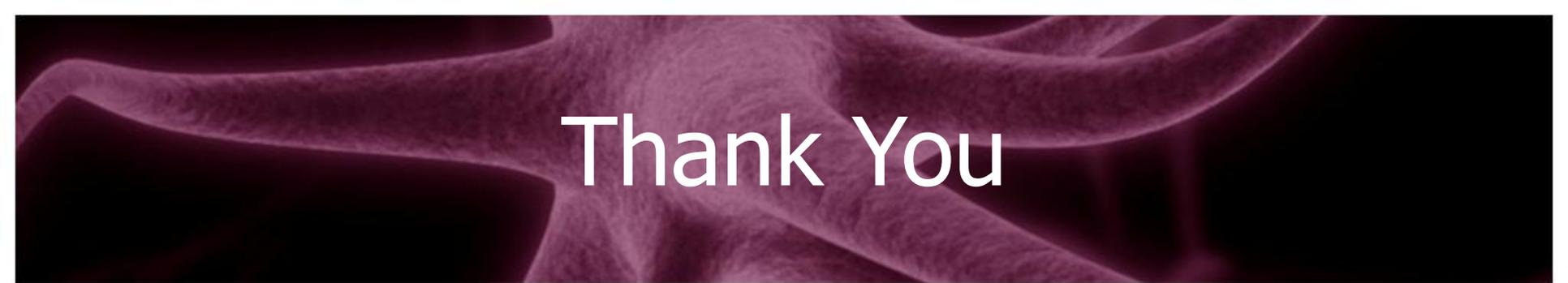
1.1 to 1.5	0 to 0.5
1.3 to 2.2	0.5 to 0.9
2.2 to 995	0.9 to 1.1

# Granite to Green Status

- Upgraded to iSeries Power 6 - COMPLETE
- Upgraded to IBI WebFocus and iWay - COMPLETE
- Created Mosaic: First Sustainable Statewide GIS System – COMPLETE
- Automate Business Processes – IN PROGRESS
- Implemented FairFax Imaging Systems and Check 21 Deposit - COMPLETE
- Upgraded Mail Handling and Extraction via Agissar ASER- COMPLETE
- Introduced PFM via Agissar InfoPoll/InfoPointe System – COMPLETE
- Increase Redundancy / Disaster Recovery Planning – IN PROGRESS
- Replaced Centrex with Cisco VoIP and Call Center – COMPLETE
- Migrate FTI Data – DISCOVERY
- Enable forms for E-File - COMPLETE / Participate in MeF Program - DELAYED
- Enable Credit Card / Debit Card Payment Option – RFP to be published 11/2012

# Architecture 2012





# Thank You

For more information:

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[Peter.Colbath@DRA.NH.Gov](mailto:Peter.Colbath@DRA.NH.Gov)